



Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219

www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

TO: All *Durable Medical Equipment and Supplies* providers participating in the Virginia Medical Assistance Program, Managed Care Organizations and holders of the *Durable Medical Equipment and Supplies* Medicaid Provider Manual

UPDATE: DME- 02-04

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services

DATE: 4/15/2004

SUBJECT: Update to Second Edition of the *Durable Medical Equipment and Supplies* Provider Manual

The purpose of this memo is to notify you of changes to Appendix B of your provider manual. Please download the new appendix B to insert in your manual and retain the attached table or contact Commonwealth-Martin to obtain a hard copy of Appendix B.

The amendments to Appendix B update the local codes to the corresponding national HCPCS codes.

Please Note: National billing codes must be used on all invoices. Claims submitted with local codes with dates of service on or after January 1, 2004, will be denied. A local/national billing code crosswalk is available on the DMAS website.

Please refer to the March 19, 2004, Provider Manual Update Transmittal (01-04) and the April 15, 2004, Medicaid Memorandum for other DME billing information.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option to access information regarding Medicaid eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification information. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 800-884-9730 or 800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its provider manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov (*please note the new DMAS website address*). Refer to the Provider Column to find Medicaid and SLH provider manuals or click on "Medicaid Memos to Providers" to view Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet, or would like a paper copy of a

Medicaid Memo: Special

April 15, 2004

Page 2

manual, you can order these by contacting Commonwealth-Martin at 804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

“HELPLINE”

The “HELPLINE” is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except State holidays, to answer questions. The “HELPLINE” numbers are:

786-6273	Richmond area
1-800-552-8627	All other areas

Please remember that the “HELPLINE” is for provider use only.

DURABLE MEDICAL EQUIPMENT AND SUPPLIES MANUAL
REVISION CHART
April 15, 2004

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Appendix B	Appendix B		Entire Appendix B	4/15/04

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Appendix B	Old Appendix B	New Appendix B	